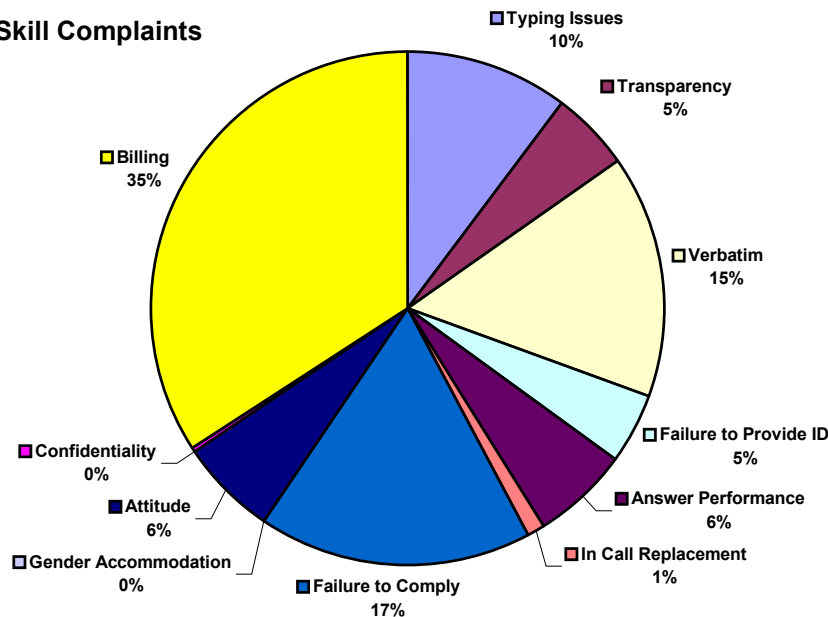


## Attachment - Maryland Relay Summary Log & Customer Contact June 1, 2002– May 31, 2003

The State of Maryland provides a comprehensive listing of complaints and all customer feedback. The categories tracked by the Tam office are as follows:

### Operator Performance Complaints

#### Operator Skill Complaints

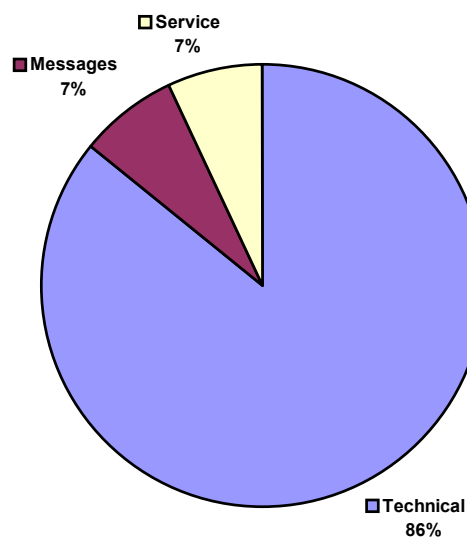


1. 21 - complaints concerned Answer Wait Time
2. 12 - complaints concerned General Service Concerns
3. 60 - complaints concerned Operator Not Following Customer/Profile Instructions or Keeping Customer informed.
4. 36 - complaints concerned Typing Issues
5. 17 - complaints concerned Operator Transparency
6. 53 - complaints concerned verbatim relaying of call to include complete information and accurate message.
7. 18 - complaints concerned Operator failure to provide Operator ID
8. 4 - complaints concerned In-Call Replacement of Operator
9. 21 - complaints concerned Operator Attitude
10. 1 - complaints concerned Confidentiality

11. 12 - complaints concerned Messages that are not provided in the same manner or with more words than in the past
12. 119- complaints concerned Other Problem Type Complaints dealing with a change in process from one provider to another:
- Billing for Long Distance calls that were not billed in the past. This problem is due to the more sophisticated technology of the current provider that allows calls to be billed in a functionally equivalent manner to the same call if dialed directly. Because the previous provider could not detect actual calls or directly hand them to the appropriate IXC for billing purposes, a radius of approximately 40 miles from call initiation was determined to be a local call with no charges.
  - Customers receive the Caller ID of the calling party instead of “Unavailable” or the number of the relay center. This information confused some users who thought that a hearing user was calling without benefit of TRS.
  - Customer not being told if a number dialed is local or long distance. The technology of the provider causes billing to be generated by the IXC on an equal basis to non-TRS calls and the assumption is that the user knows which numbers are local or long distance from the number used to originate the call. This is being investigated by the State and AT&T to decide possible future changes.

## Technical Complaints

### Technical Complaints



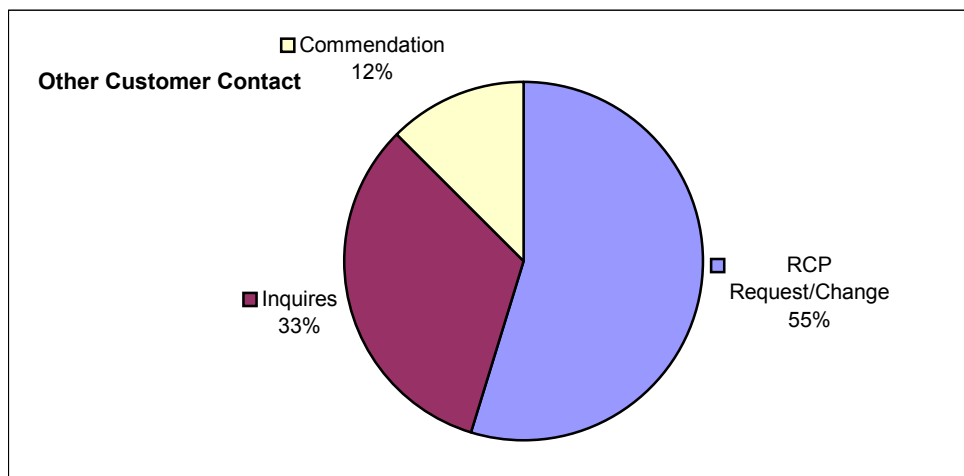
1. 146- complaints concerned
- the change in process for connecting to an operator
  - garbling of ASCII connections
  - connections and disconnects on IP Relay

- Maryland Relay not knowing what Long Distance Company they have selected with their LEC.

The Maryland Relay team, which includes the State of Maryland and AT&T Relay Center personnel, utilized the complaint information, daily operator monitoring, and customer feedback to determine its activities for refresher training.

All complaints filed for this 12-month period have been resolved. AT&T TRS and Maryland Relay made every effort to resolve all complaints within fifteen days after the last day of the month in which they were filed. Approximately ninety percent (90%) of the Service Type Complaints were resolved during the time that the complaint is filed with a supervisor. The remaining ten percent (10%) required additional follow-ups with either the operator and/or the customer. Additionally, AT&T and Maryland Relay established a policy to ask each customer who filed a complaint if they would like to provide their contact information and if they would like a call back. About ninety-five (95%) of the customers filing complaints did not wish to receive a call back. Instead, they want to be assured that the operator will be coached and receive any additional training that is necessary to improve the call processing.

### Other Contact



Maryland is happy that through its outreach efforts the community's awareness of the ability to contact the Maryland Relay Center to provide feedback and obtain information is growing. Maryland's positive attitude toward consumer interaction has caused an increase in customer contact resulting in increasing customer satisfaction and better understanding.

- 168 - Inquiries for information regarding TRS, equipment distribution, and phone numbers for other services for the Deaf and Hard of Hearing.
- 63 – Commendations for Operators doing a great job.
- 278 – Relay Choice Profile – The State tracks the number of customers requesting Relay Profile Forms. Maryland Relay has made a concerted effort to increase the number of customer profiles because we feel that the use of profile information facilitates the user's calls and increases call efficiency.

As of June 2003

	2002							2003					
Customer Contact Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Typing Issues	10	4	3	4	1	1	2	1	3	1	3	3	36
Transparency	2	0	2	2	1	1	2	2	1	3	1	0	17
Verbatim	0	1	3	0	4	2	3	0	0	0	0	1	53
Failure to Provide ID	1	0	1	3	4	1	3	1	0	0	1	1	16
Answer Performance	0	3	1	1	2	1	3	2	0	0	4	4	21
In Call Replacement	0	0	1	0	1	1	0	0	1	0	0	0	4
Failure to Comply	20	3	7	6	3	1	4	3	3	1	4	5	60
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Attitude	3	4	3	3	2	2	0	0	1	1	1	1	21
Confidentiality	0	0	0	0	0	0	0	1	0	0	0	0	1
RCP	33	19	14	102	38	11	20	7	12	8	4	10	278
Billing	38	23	14	5	7	6	2	3	7	6	2	6	119
Technical	47	21	20	7	5	4	7	2	3	11	10	9	146
Commendation	13	6	5	5	5	4	2	0	10	6	6	1	63
Messages	6	0	3	0	0	0	1	0	2	0	0	0	12
Inquires	16	24	13	23	11	4	12	3	21	3	21	17	168
Service	2	0	0	6	1	1	0	0	1	0	1	0	12
TOTAL	191	108	90	167	85	40	61	25	65	40	58	58	1027

## **MARYLAND RELAY DEFINITIONS ON EACH COMPLAINT CATEGORY**

**Typing Issues** – Spelling, Typing Speed, and Accuracy.

**Transparency** – Operator involved in consumer's call; expressing their opinions on the conversation or adding personal remarks.

**Verbatim** – Word for word not followed

**Failure to Provide ID** – Operator fails to mention their ID at the beginning of the call or end of the call.

**Answer Performance** – Delayed-responses after GA; Upfront Automation Problems such as waiting for operator after giving phone number.

**In Call Replacement** – Problems occur during the change of operators in middle of the call; Relief operator not picking up the conversation where the first operator left off. Operator switched before allotted time.

**Failure to comply** – Operator not following caller's special instructions or consumer's RCP (Relay Choice Profile); Hanging up on consumer without typing GA or SK after end of the call.

**Gender Accommodation** – Consumer's preference of male or female operator on a per call basis or from information in the customer's RCP is not followed.

**Attitude** – Operator not showing proper behavior or approach to the consumer.

**Confidentiality** – Customer feels that operator provided information to the other party without their consent. I.e. called party received the caller's phone number and felt that this was give by an operator, not by equipment.

**Relay Choice Profile (RCP)** – Consumer request to set up, edit, or remove their profiles through Relay Customer Service.

**Billing** – Consumers' inquires and complaints about their choice of carriers; AT&T's new technology on detecting where the calls come from and determination on local or long distance toll; No longer using Sprint's way of charging (40 miles radius).

**Technical** – Problems on IP Relay; Voice Carry-Over; TTY garbled; UFA not responding to the call; No response after dialing 7-1-1.

**Commendation** – Praises for operators who have done an exemplary job processing a call.

**Messages** – Messages not being abbreviated such as MD rather than Maryland or (F) over Female; Unnecessary messages such as "Please hold and I will relay complete message."